

Agenda Item 9:

Presentation on HPEF Retention Survey Results

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January 13, 2021

Overview

- Survey Objectives and Methodology
- Response Rate
- Survey Respondent Demographics
- Retention Measures
- Actual Retention vs Intentionality
- 18Q Cohort Demographics
- Retention Predictors
- Next Steps
- Appendix: Survey Questions

Survey Objectives and Methodology

Survey Objectives

Primary objective:

- Demonstrate extent that HPEF awardees remain in their service-obligated medically underserved area (MUA) following the completion of their service obligation.

Secondary objectives:

- Identify differences in personal, organizational, and community/geographic factors between awardees remaining in their service-obligated MUA versus those who do not.
- Identify how the HPEF award impacted recipients remaining in their service-obligated MUA.

Survey of Two Cohorts

Baseline Cohort 2020

- 248 awardees from four HPEF programs who completed the program in July 2020.
- They were asked up to 5 questions.

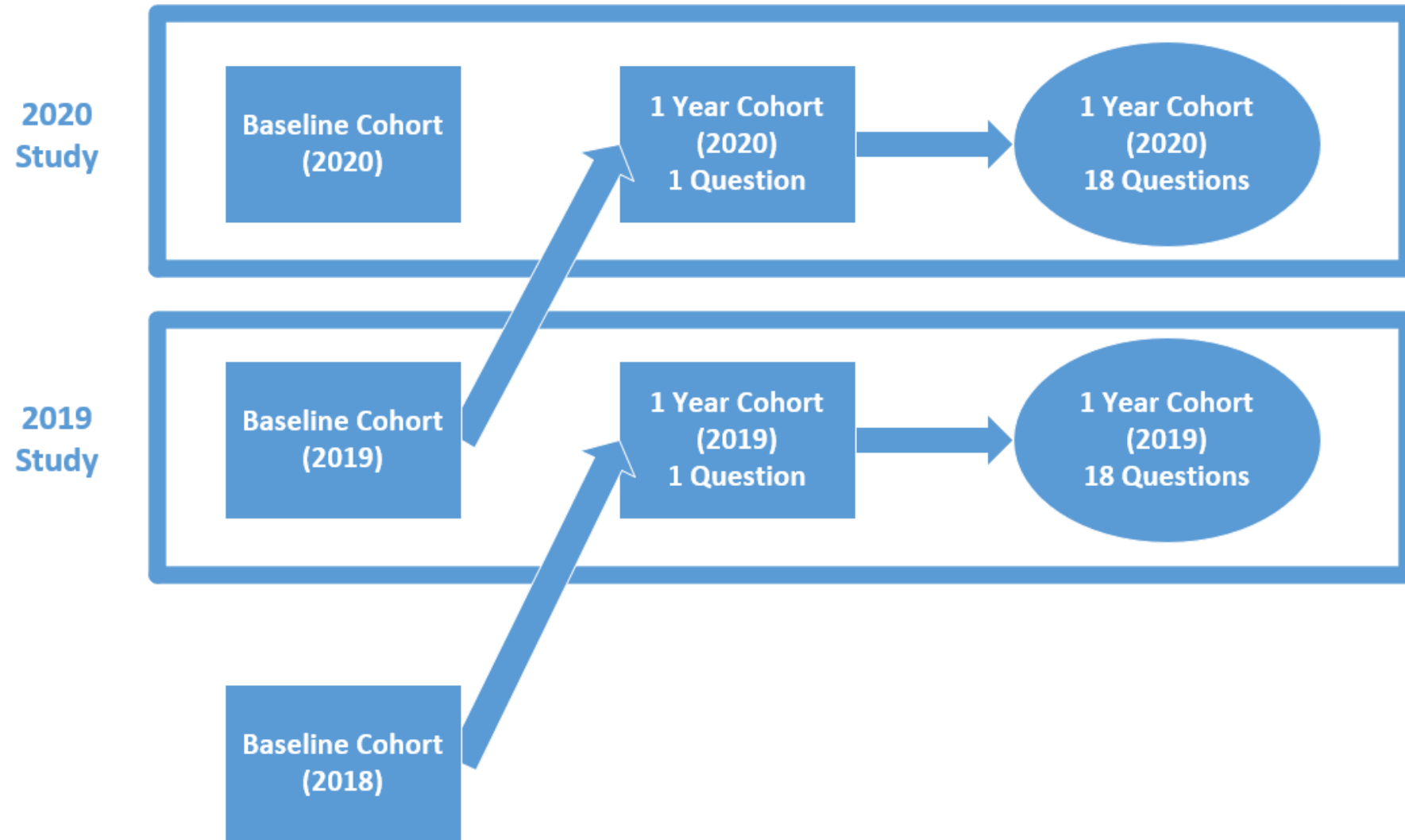
1-Year Cohort and 18Q Cohort 2020

- 75 awardees from three programs who completed the program in July 2019 and were part of last year's Baseline cohort.
- They were asked one question (1 Year Cohort)
- Respondents received a follow-up survey of 18 questions (18Q Cohort).

HPEF Programs Surveyed

Program	2019	2020
Advanced Practice Healthcare Loan Repayment Program (APHLRP)	x	x
Advanced Practice Healthcare Scholarship Program (APHSP)	x	
Bachelor of Science Nursing Loan Repayment Program (BSNLRP)		x
Licensed Vocational Nurse Loan Repayment Program (LVNLRP)		x
Steven M. Thompson Physician Corp Loan Repayment Program (STLRP)	x	x

Two Years of Cohorts Explained

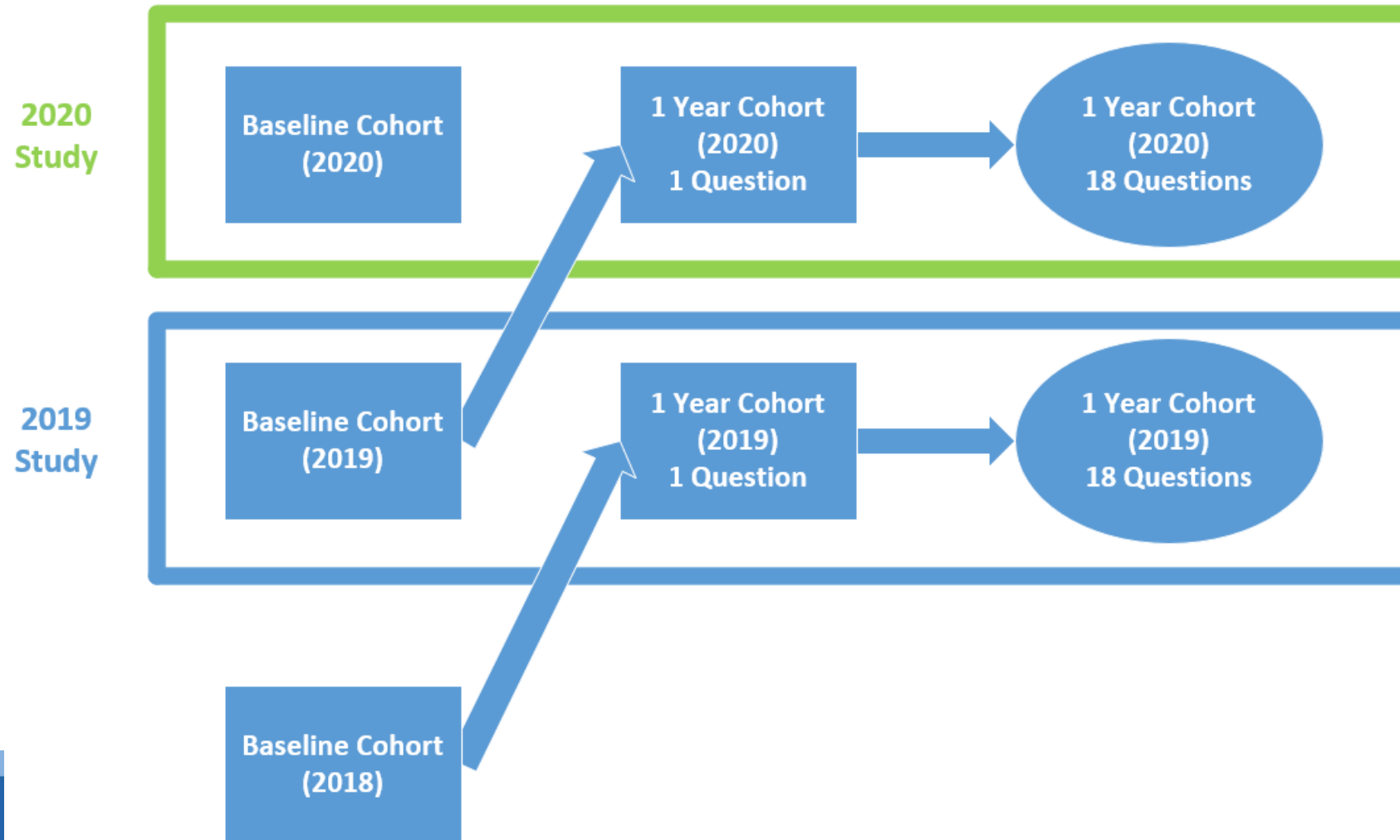


Survey Follow Up Process

What	When	Baseline Cohort Responses	1 Year Cohort Responses
Initial Survey Sent	Initial Date	57	22
Both Surveys Resent	7 days later	27	12
OSHDPD staff called non-respondents	7 days later	32	15
Email reminder from Board of Trustees	7 days later	14	0
OSHDPD staff called non-respondents	7 days later	1	5
Totals	28 days elapsed	131	54

Response Rate

Two Years of Cohorts Explained



Response Rates

Baseline Cohort

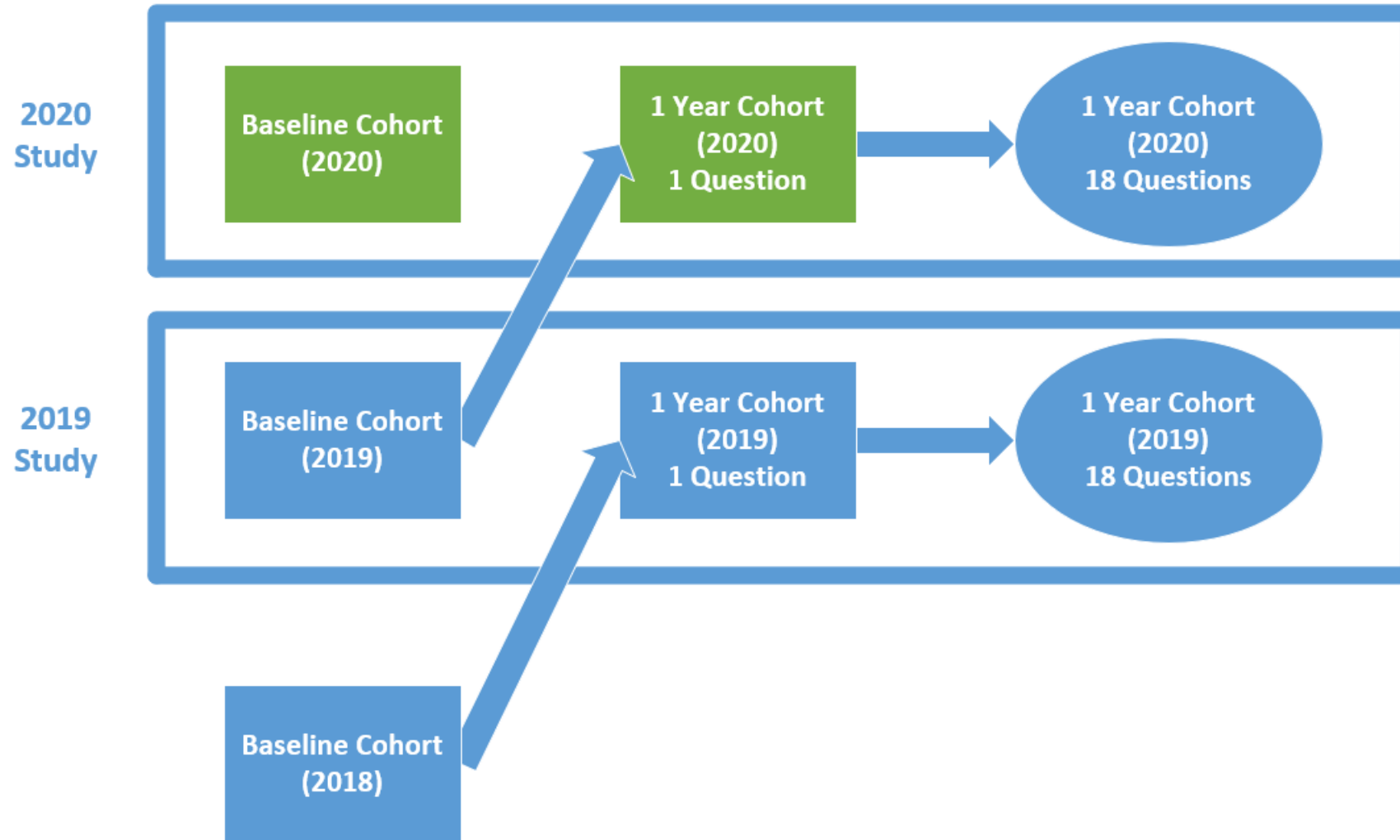
- **2020 – 52.8% Response rate** (131 out of 248)
- 2019 – 73.5% Response rate (75 out of 102)
- Double the national average of similar retention surveys (~25%)

1-Year Cohort

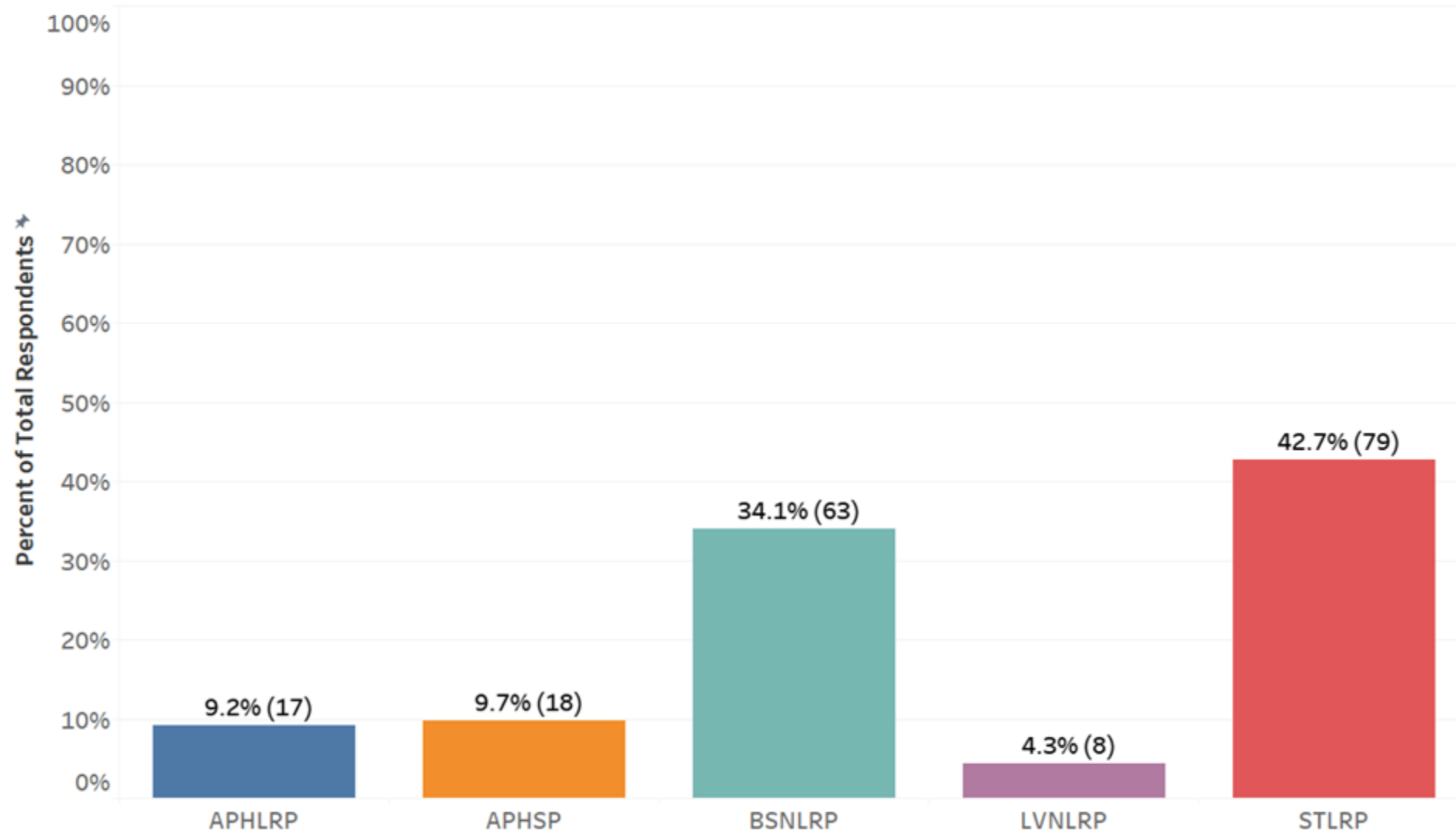
- **2020 – 72.0% Response rate for the initial survey (1 question only)**
(54 out of 75)
- 2019 – 49.1% Response Rate (82 out of 167)
- 1-Year Follow-up Cohort (Q18)
 - **2020 – 79.6% Response rate for the follow-up 18 question survey** (43 out of 54)
 - 2019 – 51.2% Response Rate (42 out of 82)

Survey Respondent Demographics

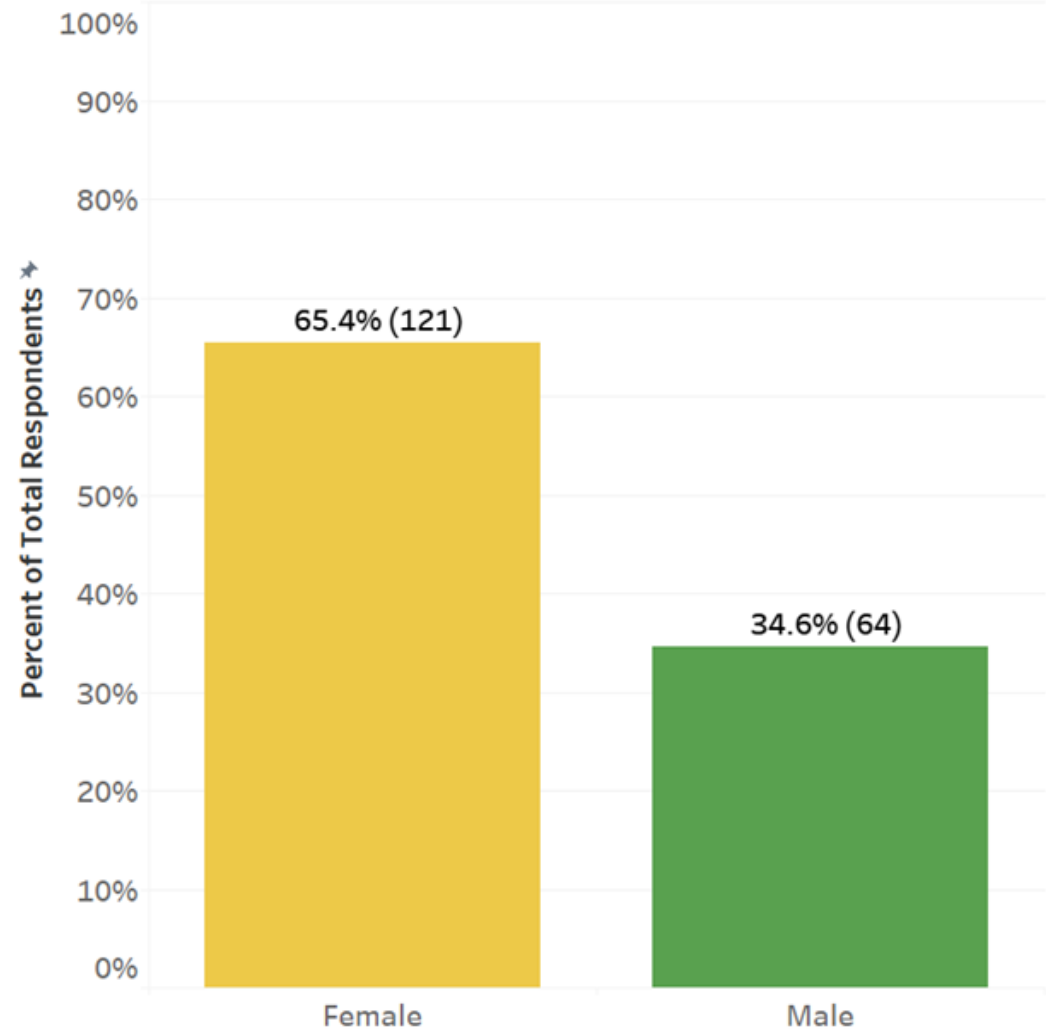
Two Years of Cohorts Explained



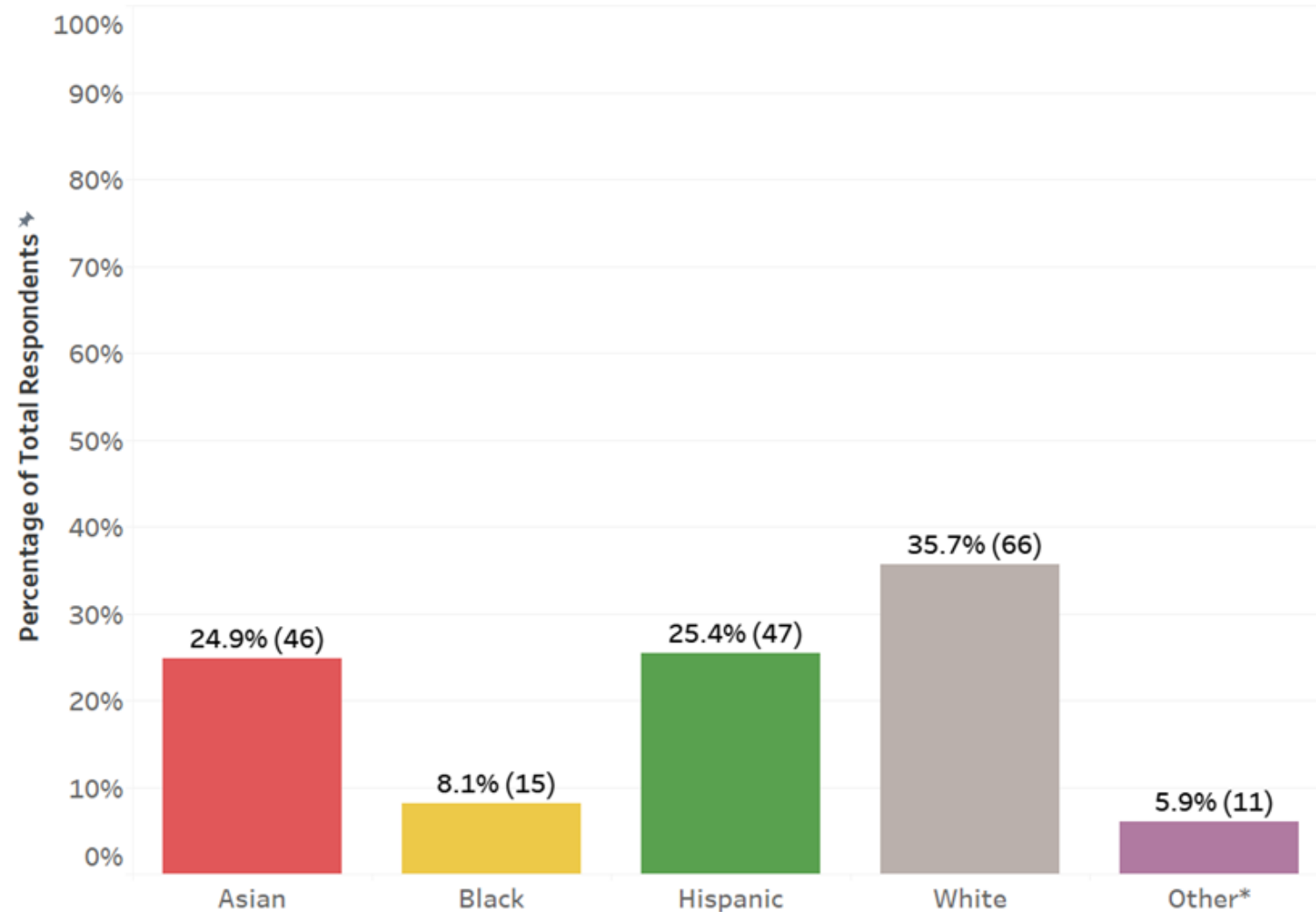
Percent of Total Respondents by Program



Percent of Total Respondents by Gender and Cohort



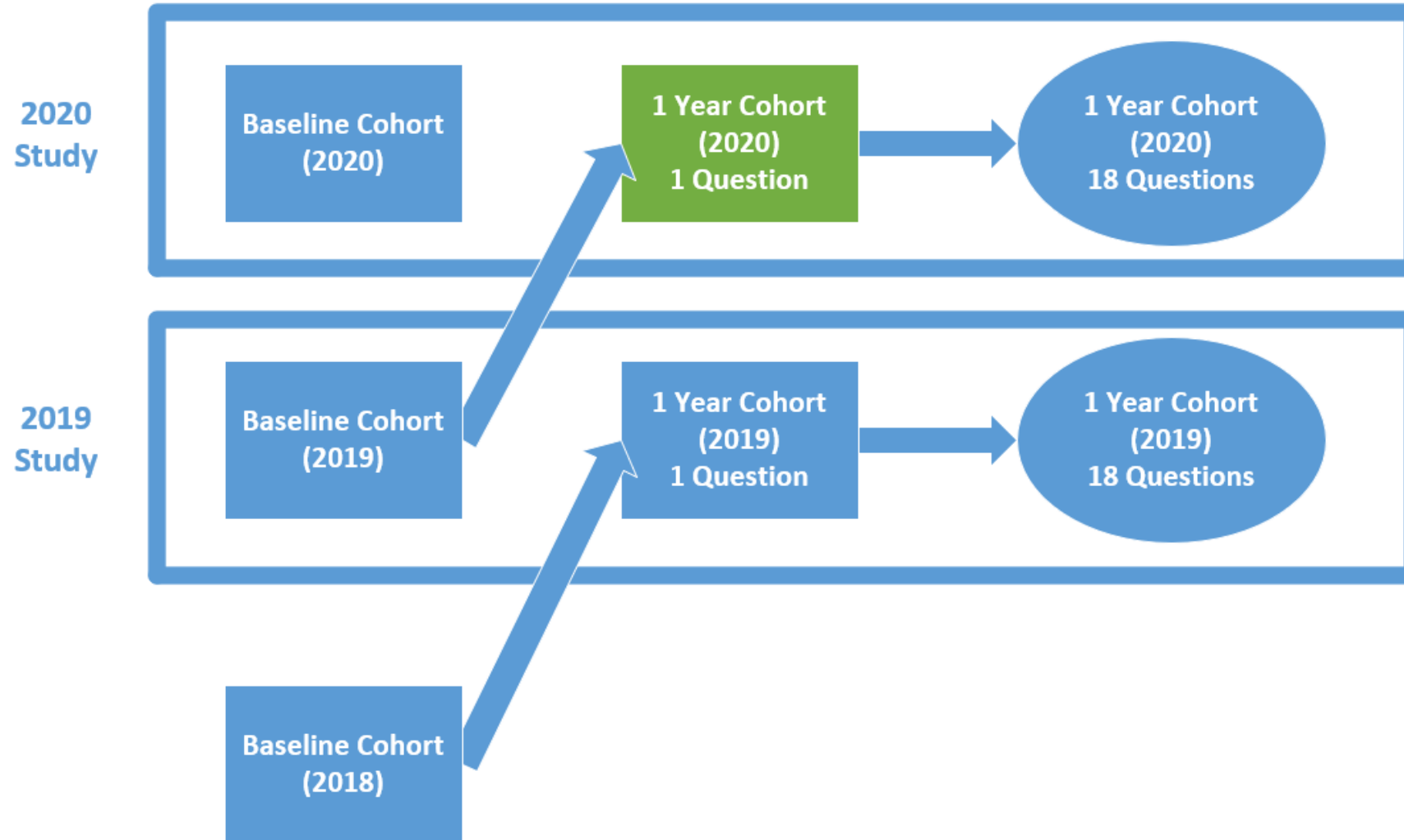
Percent of Total Respondents by Race/Ethnicity and Cohort



*Other Race/Ethnicity includes American Indian, Native Alaskan, Pacific Islander, Native Hawaiian, Other and Decline to State.

Retention Measures

Two Years of Cohorts Explained



1-Year Cohort Possible Outcomes

Comparison

- The awardee's Medically Underserved Area (MUA) practice site
- With their reported current employer after one year of service

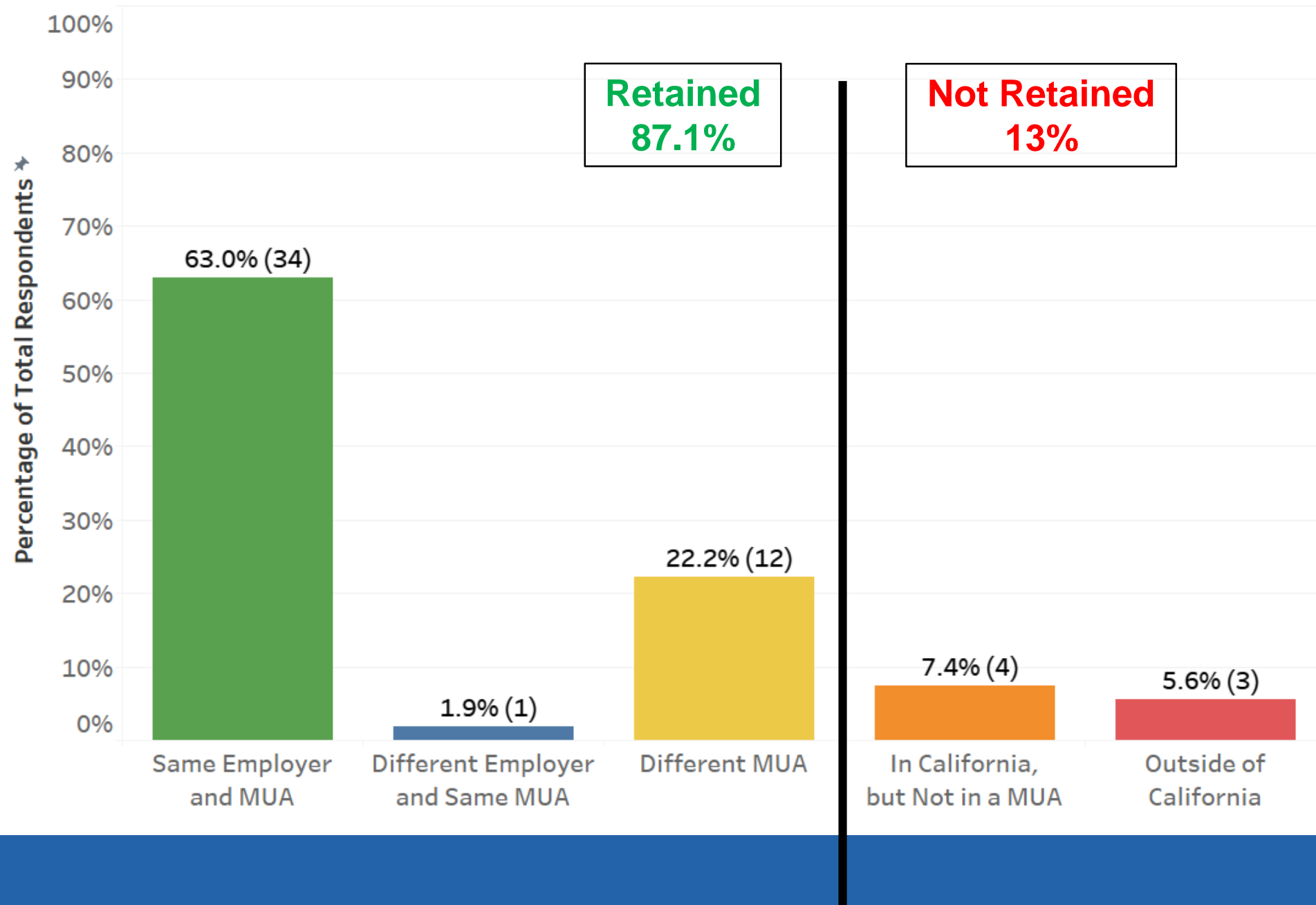
Retained

- The awardee works for the *same* employer in the *same* MUA
- The awardee works for a *different* employer in the *same* MUA
- The awardee works in *any* MUA

Not Retained

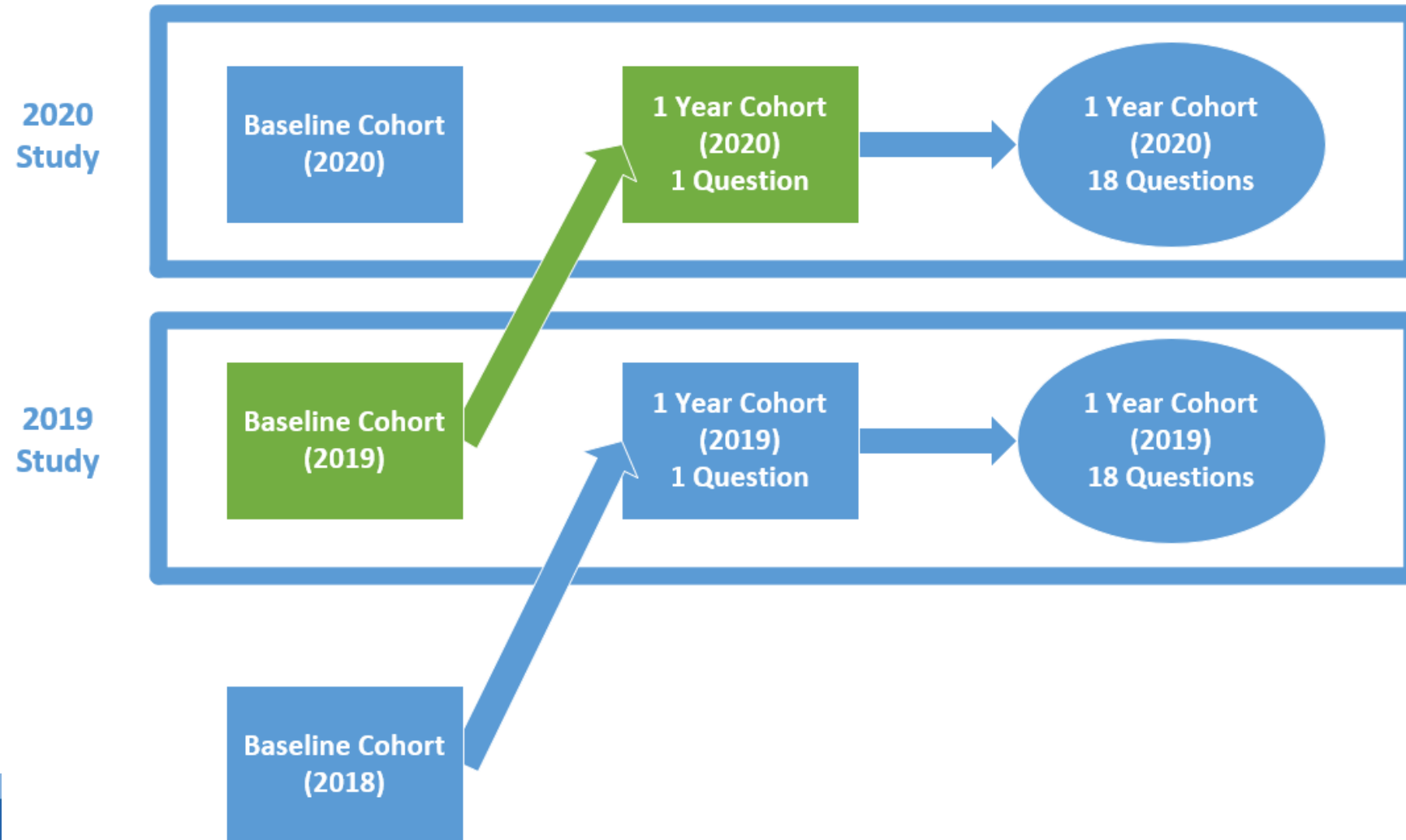
- The awardee works in California, but *not in a* MUA
- The awardee works *outside* of California.

Percent of Total Respondents for Retention Outcomes (2020)

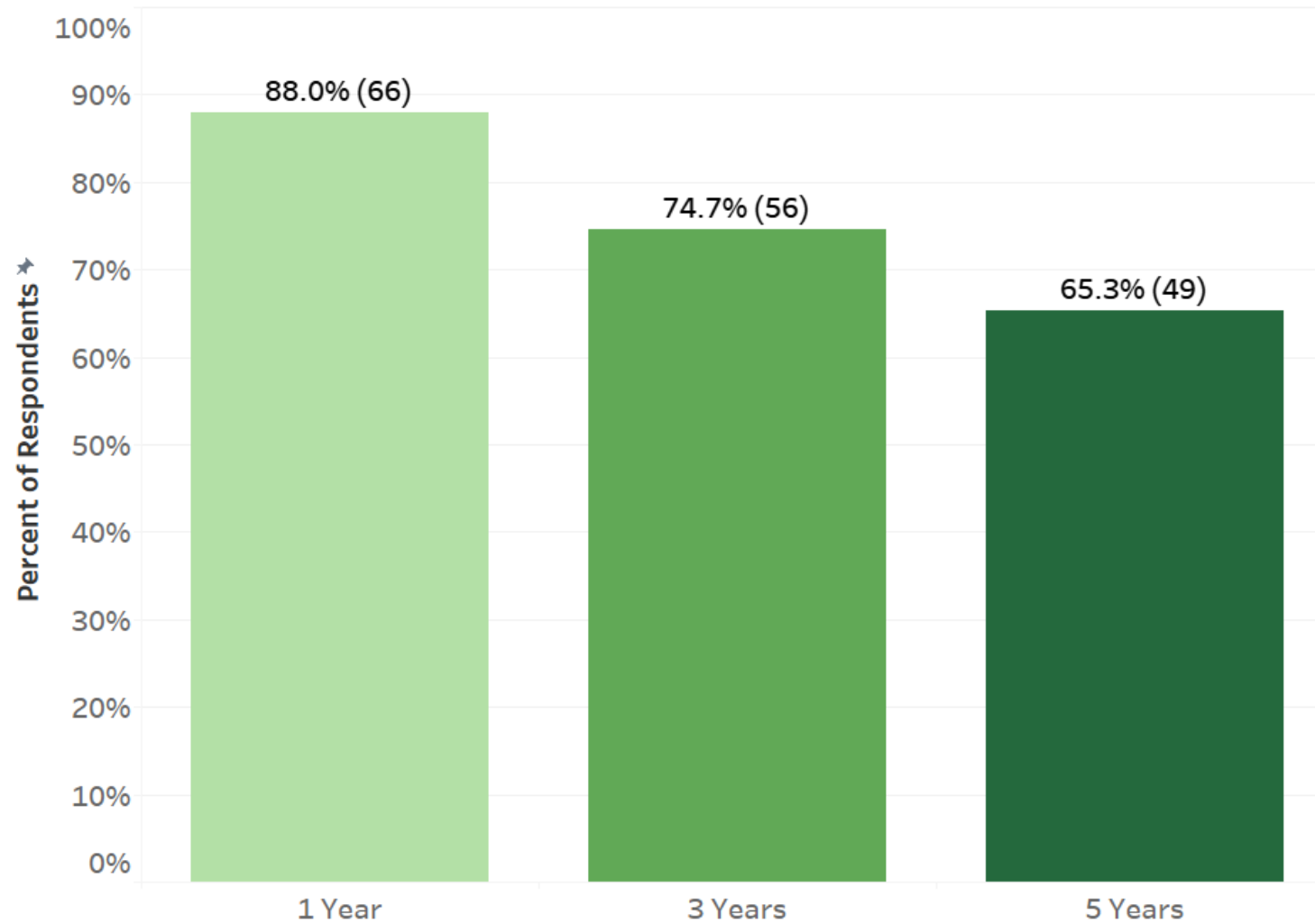


Actual Retention vs Intentionality

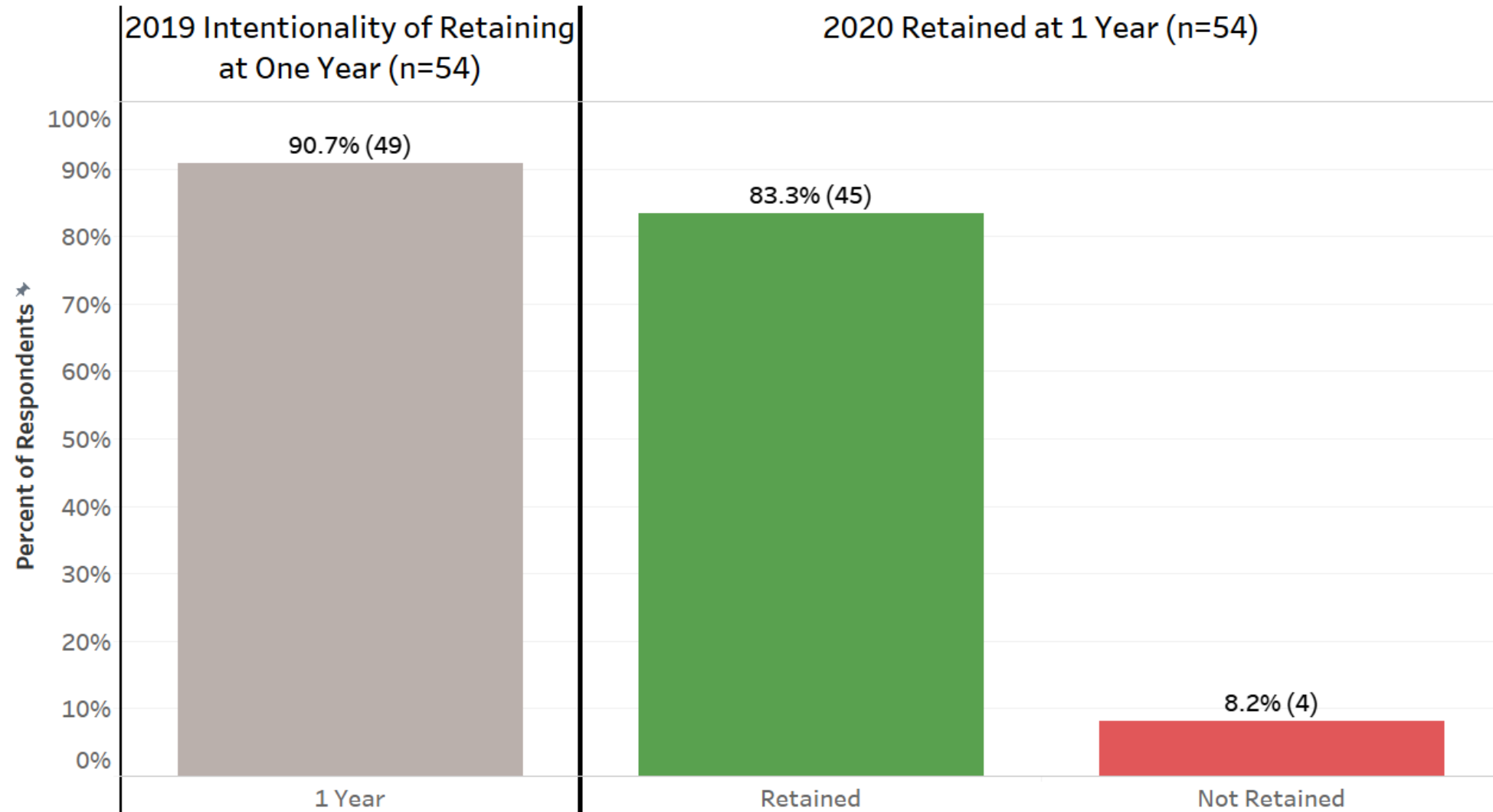
Two Years of Cohorts Explained



Percent of Respondents Who Intend to Stay at Their Current Employer For 1 Year, 3 Years and 5 Years After Completion (2019 Baseline; n=75)

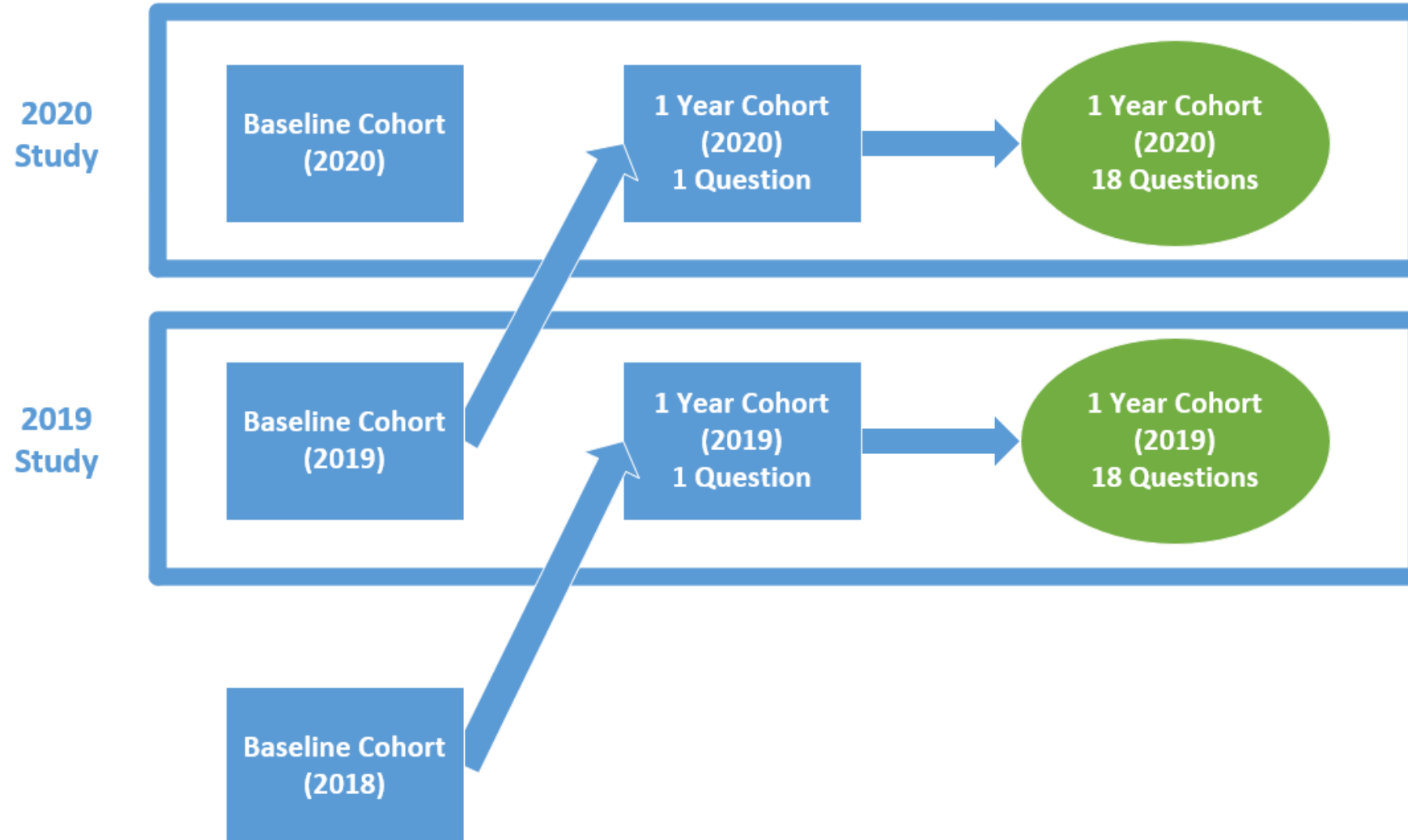


Percent of Respondents for Intentionality at 1 Year (Baseline Cohort) Compared to Retention at 1 Year (1 Year Cohort) - Reminder these are the same people one year later

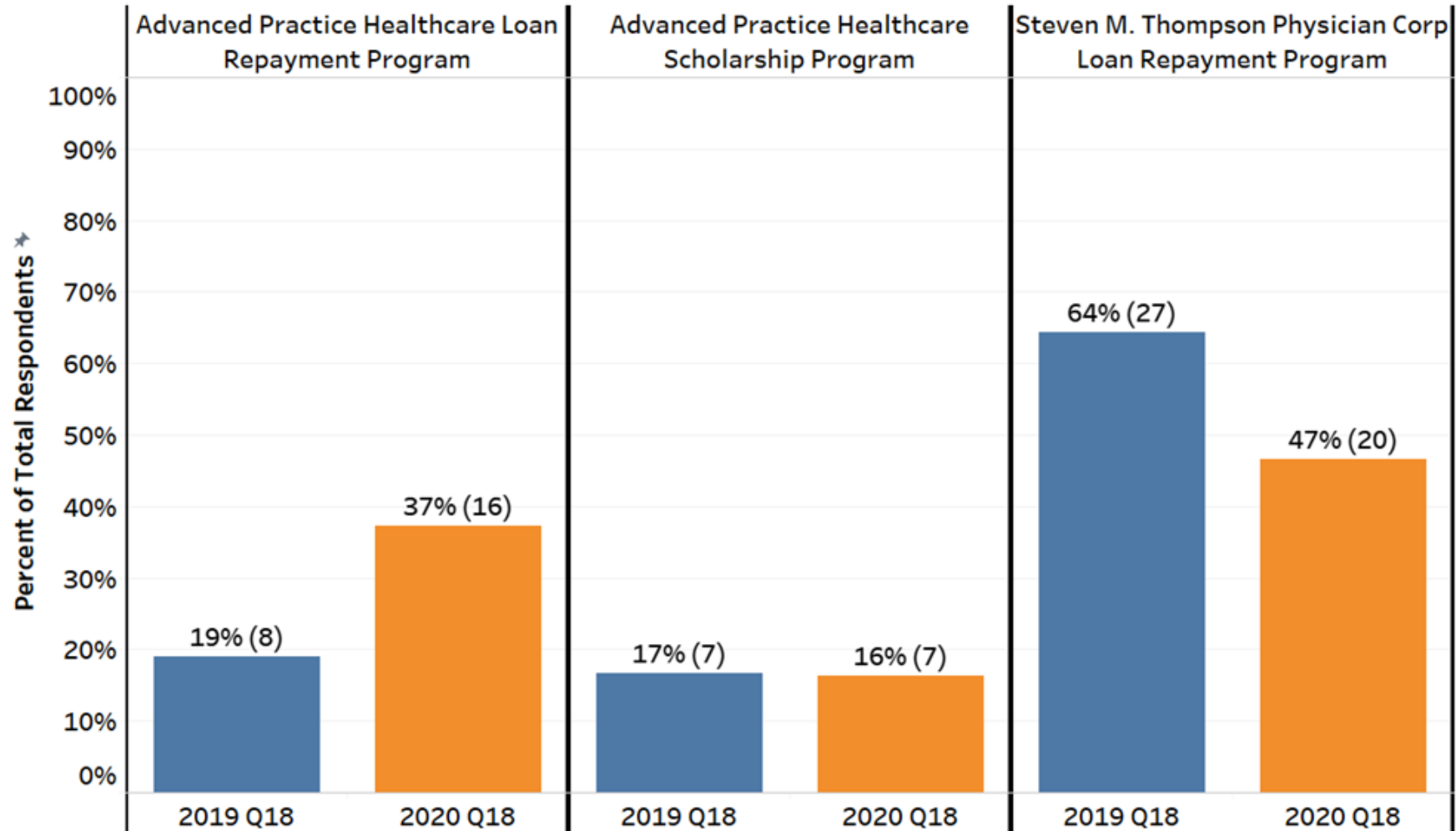


1-year Follow-up (18Q) Cohort Demographics

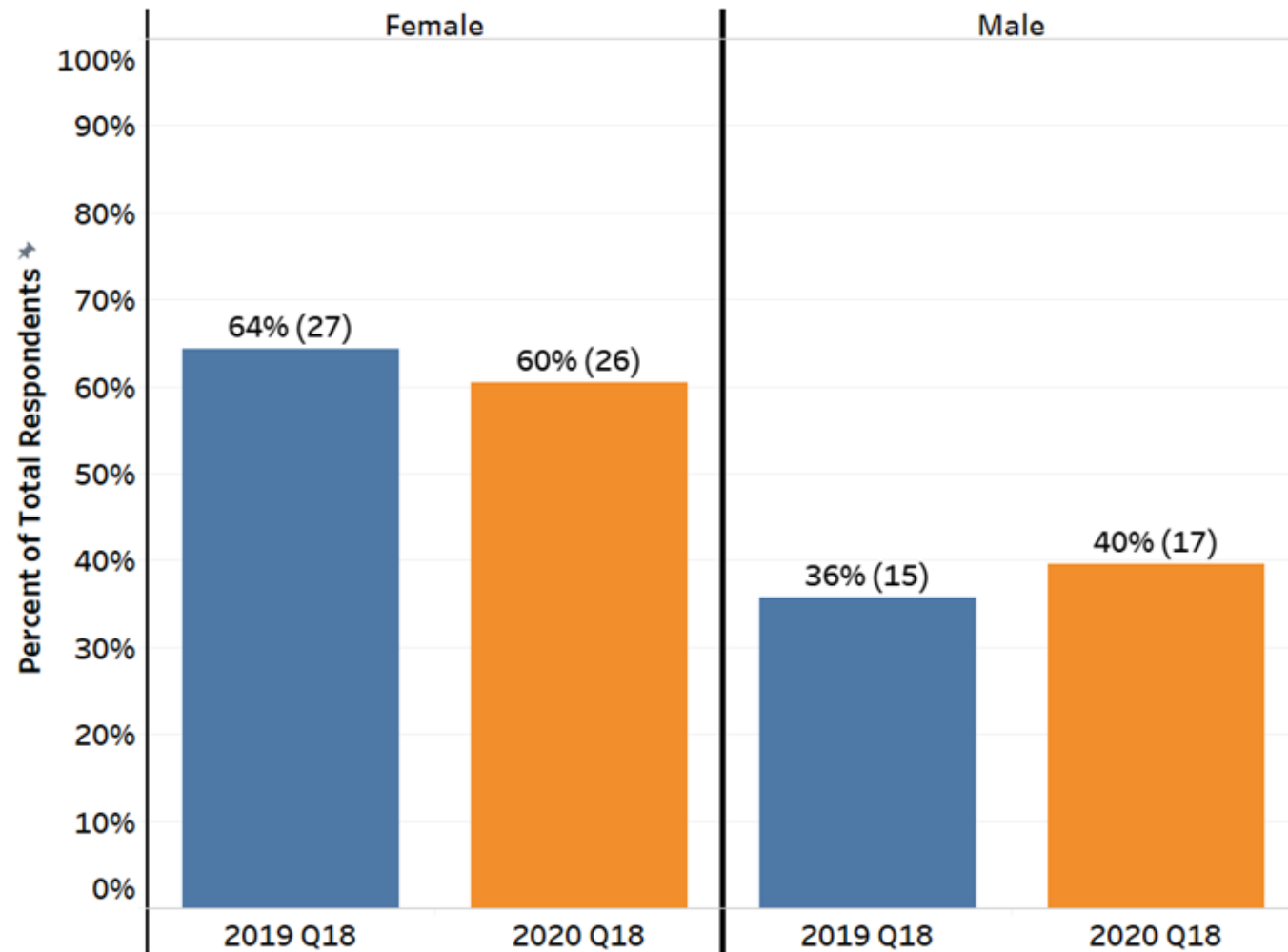
Two Years of Cohorts Explained



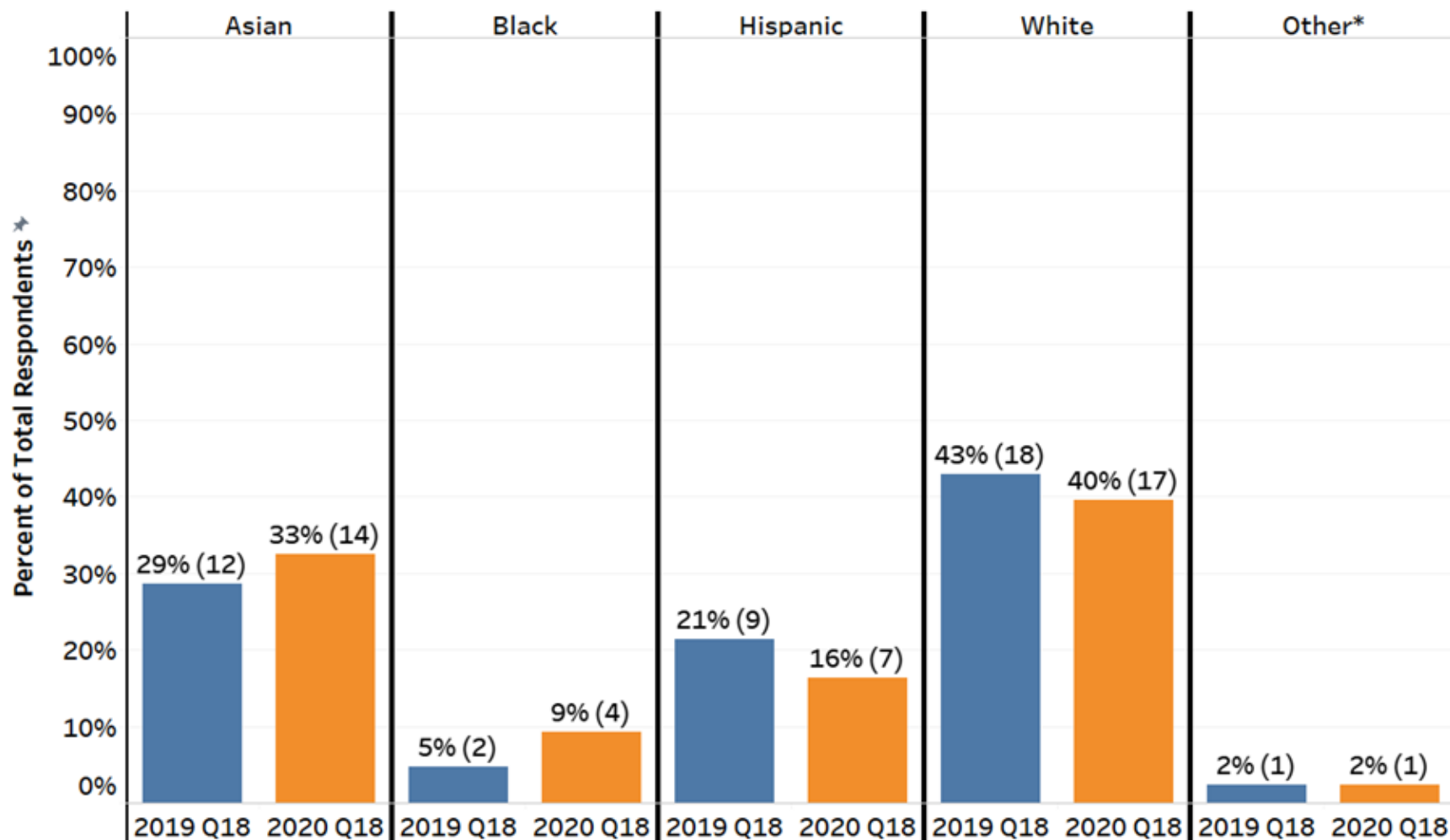
Percent of Total Respondents by Program and Year for 1-Year Follow-up Cohort (Q18)



Percent of Total Respondents by Gender and Year for 1-Year Follow-up Cohort (Q18)

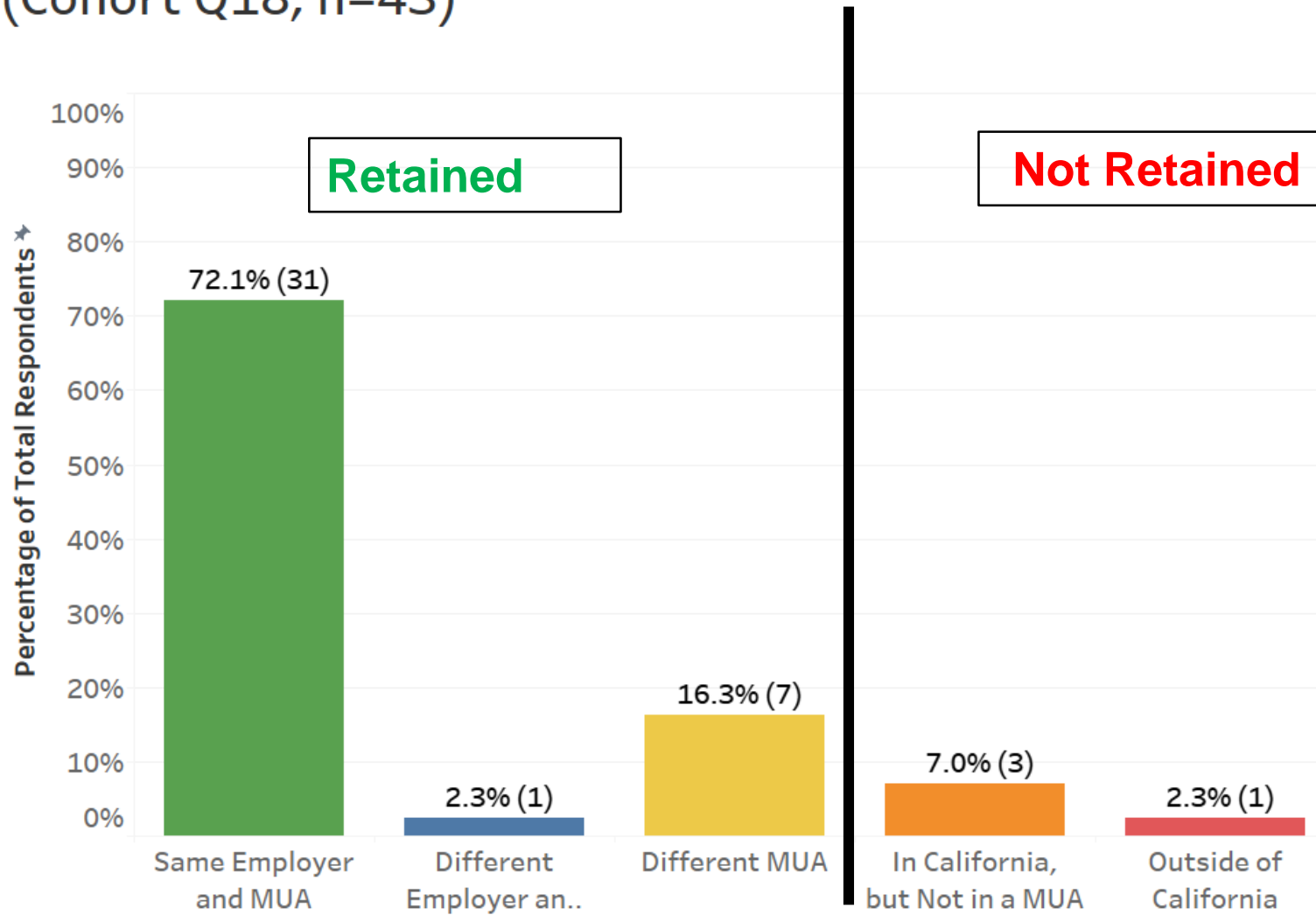


Percent of Total Respondents by Race/Ethnicity and Year for 1-Year Follow-up Cohort (Q18)



*Other Race/Ethnicity includes: American Indian, Native Alaskan, Pacific Islander, Native Hawaiian, Other and Decline to State.

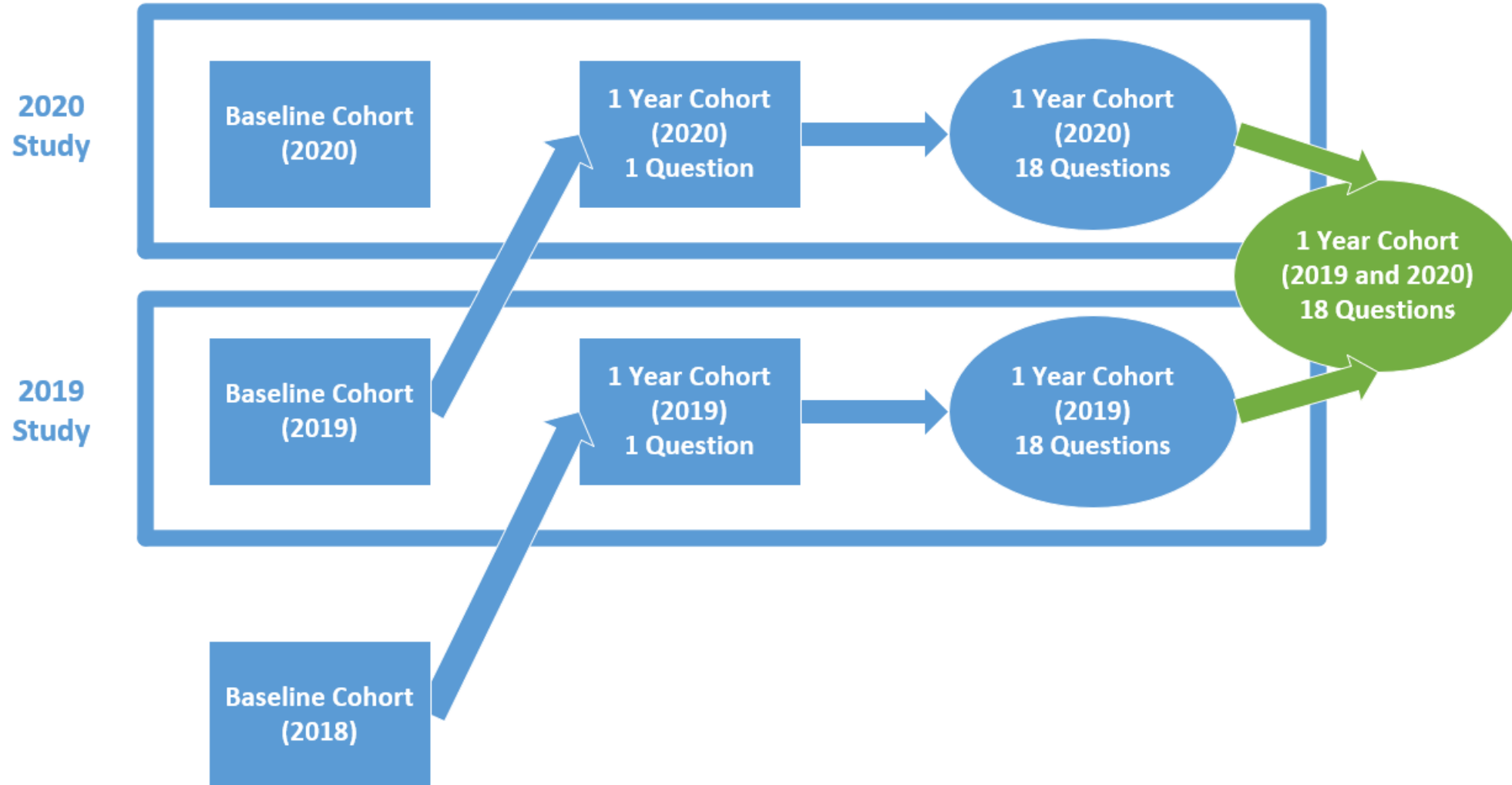
Percent of Total Respondents for Retention Outcomes (Cohort Q18; n=43)



Retention Predictors

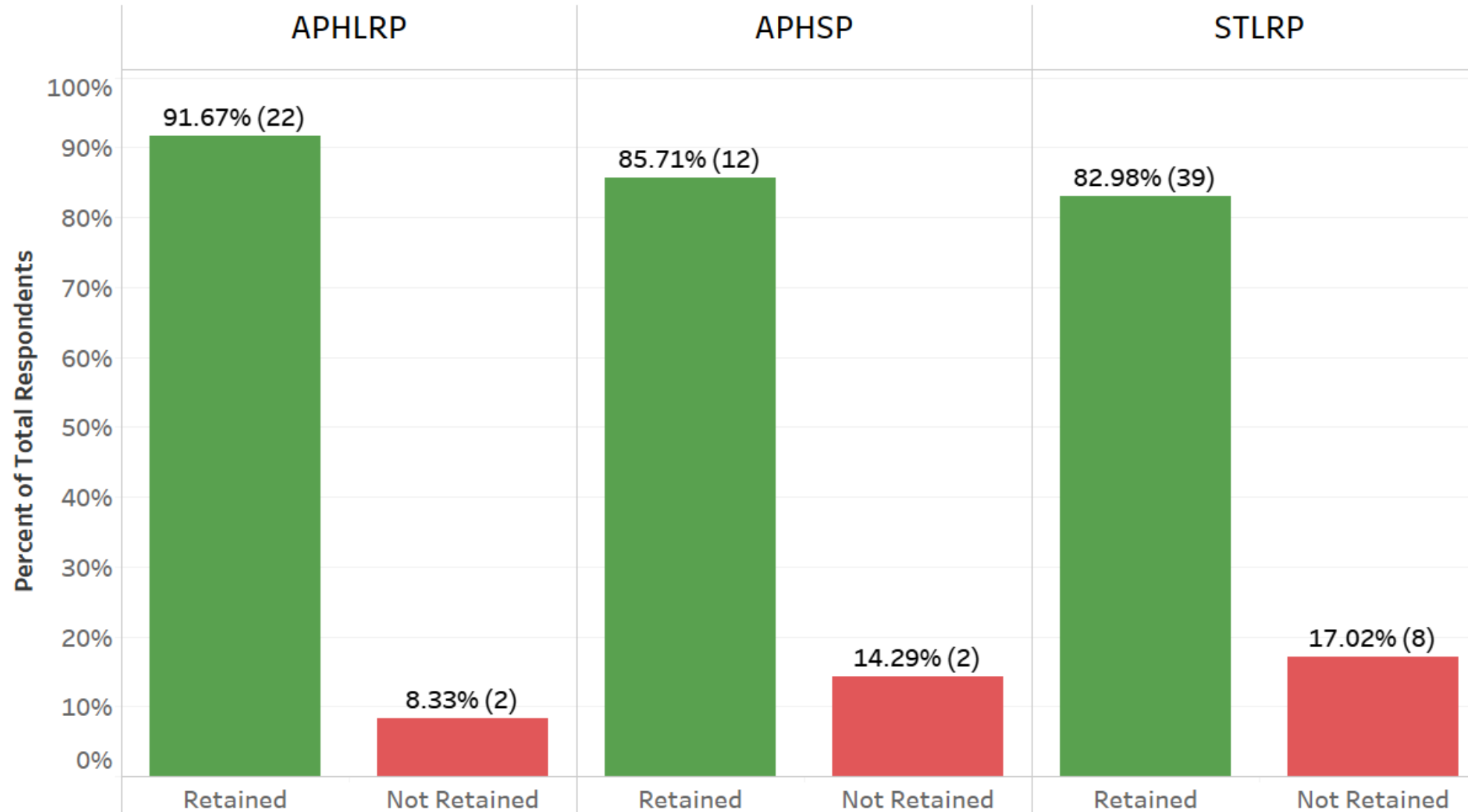
Interpret the following results with caution due to small number of respondents.

Two Years of Cohorts Explained



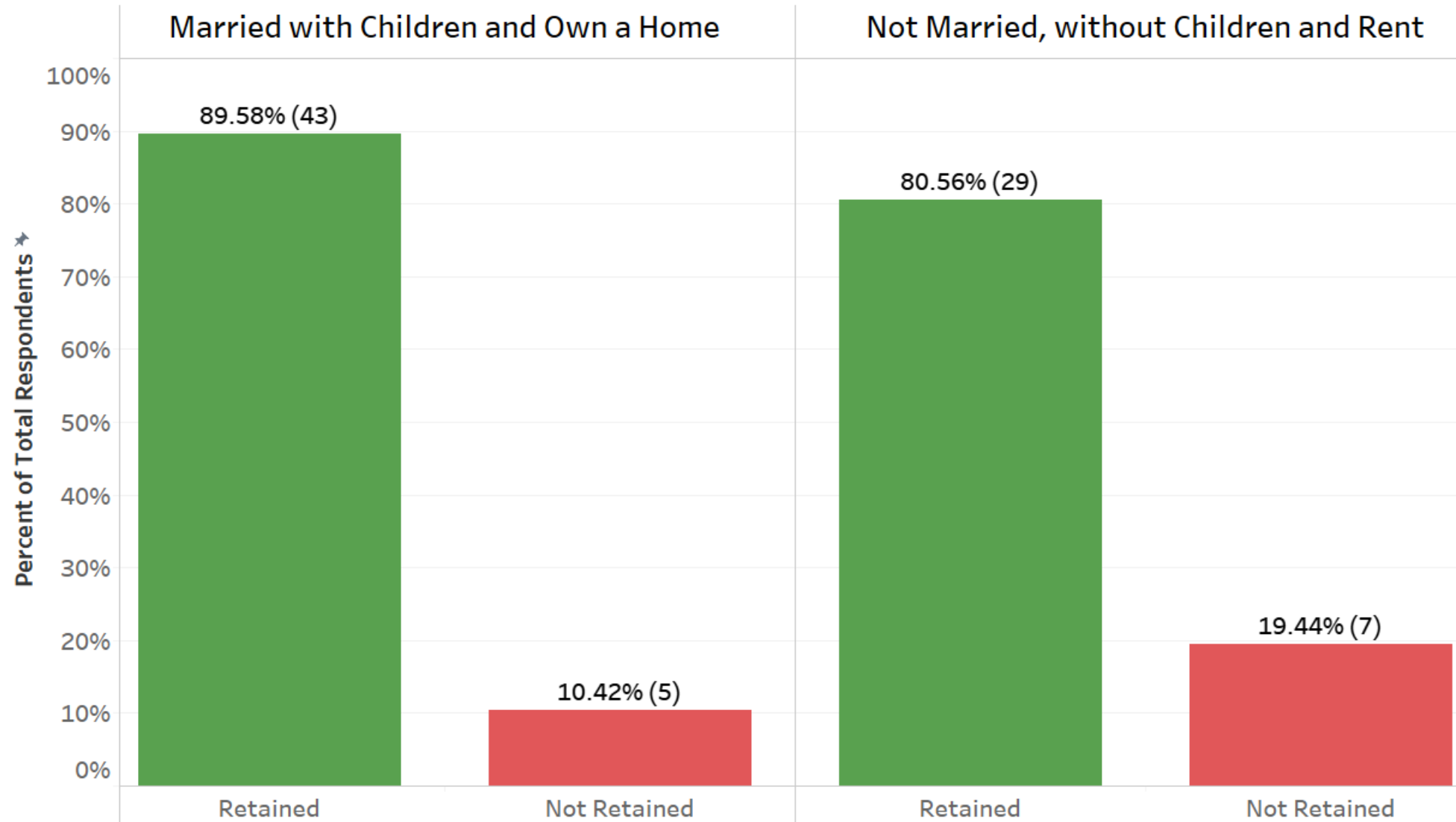
Retention Predictors: Program Type

Percent of Total Respondents by Program and Rentention (2019 Cohort Q18 and 2020 Cohort Q18)



Retention Predictors: Personal Factors

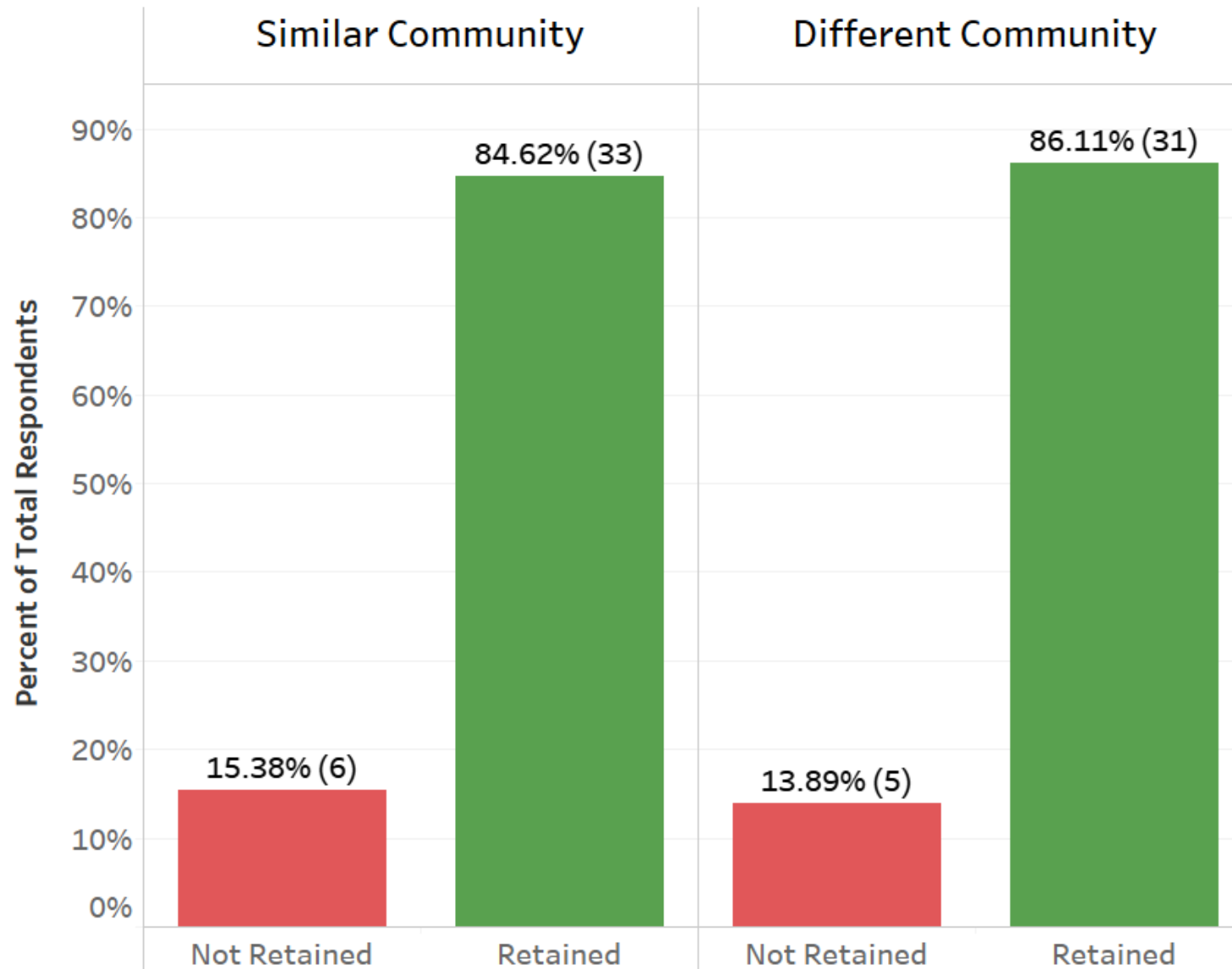
Percent of Total Respondents by Personal Factors and Retention (Q3, Q4, Q5)



Note: 1 Null

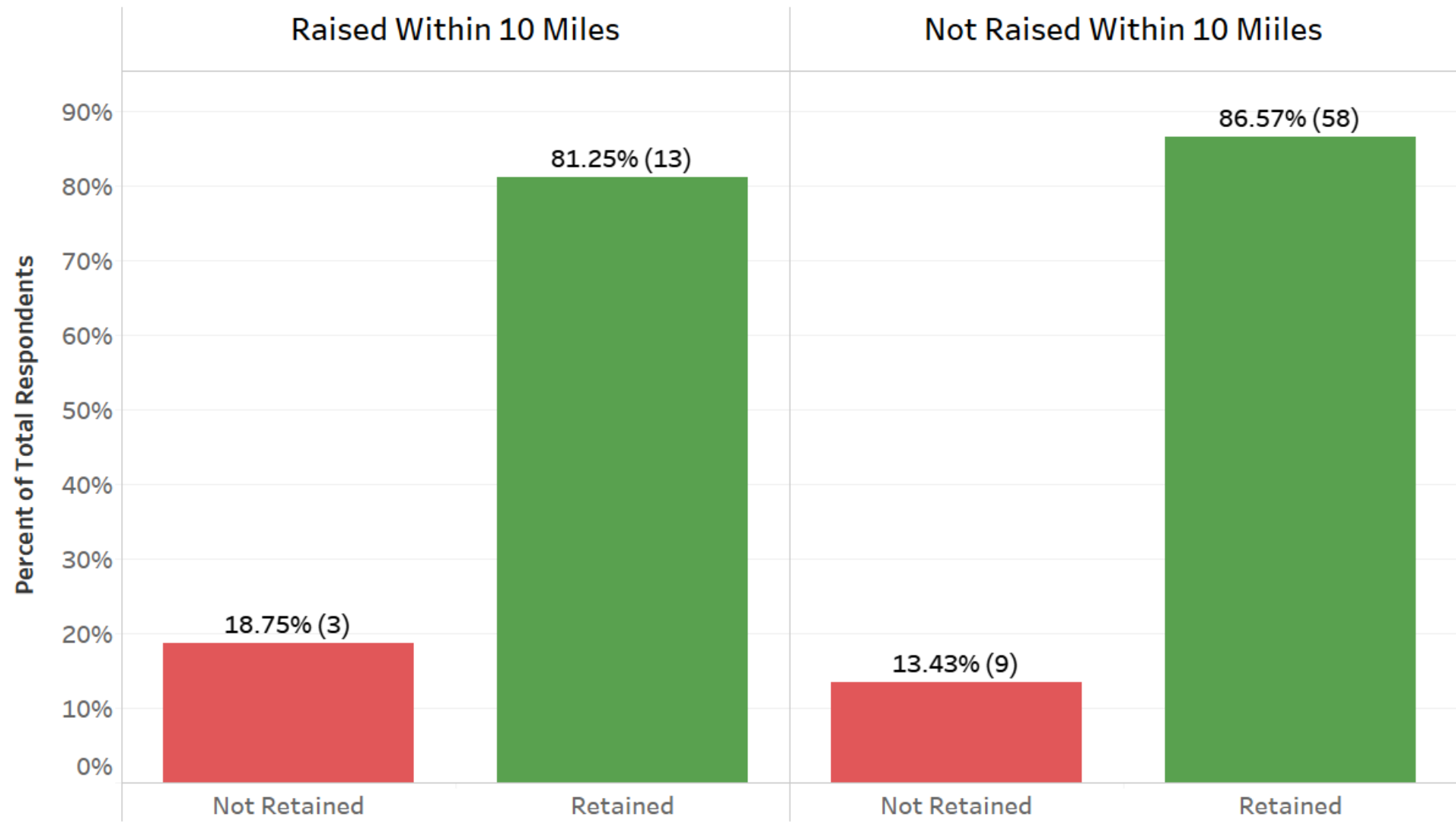
Retention Predictors: Familiarity with the Type of Community and Populations

Percent of Total Respondents to "Is the Community Where You work Similar to Where You Grew Up?" and Retention (Q17)



Note: 10 Nulls

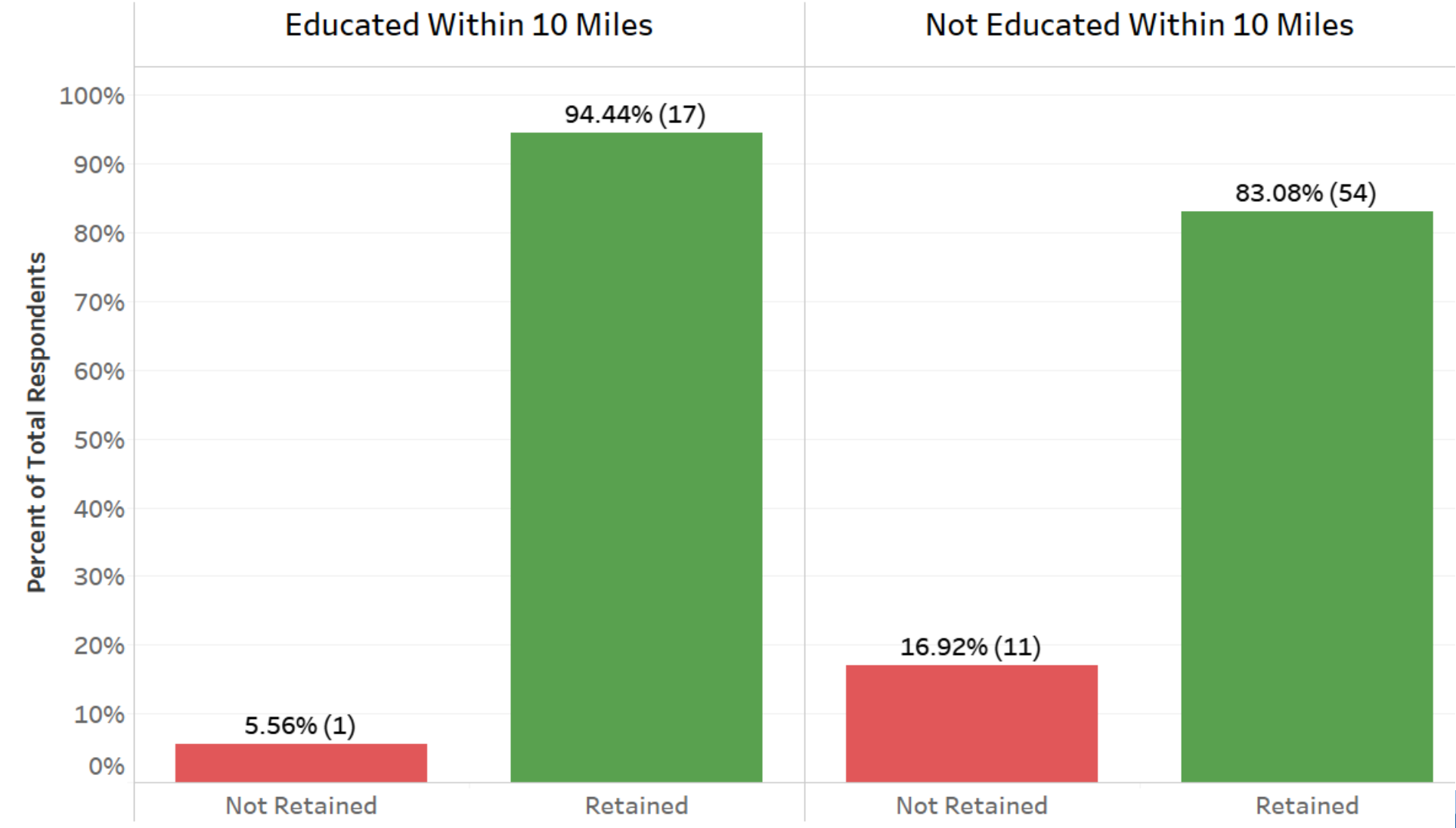
Percent of Total Respondents for "Were You Raised Within 10 Miles?" and Retention (Q11)



Note: 2 Nulls

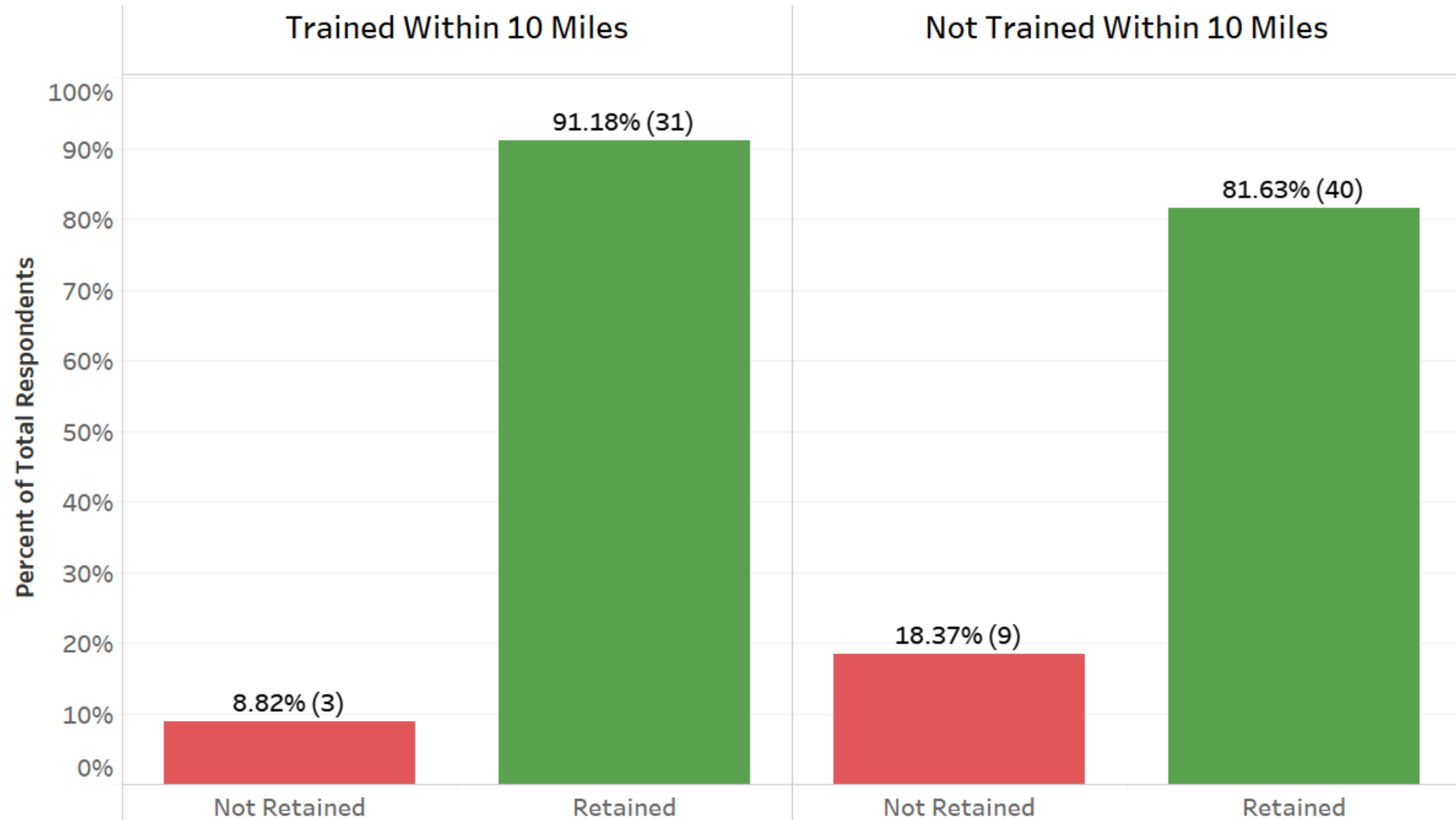
Retention Predictors: Education/Training Location

Percent of Total Respondents for "Were You Educated Within 10 Miles?" and Retention (Q12)



Note: 2 Nulls

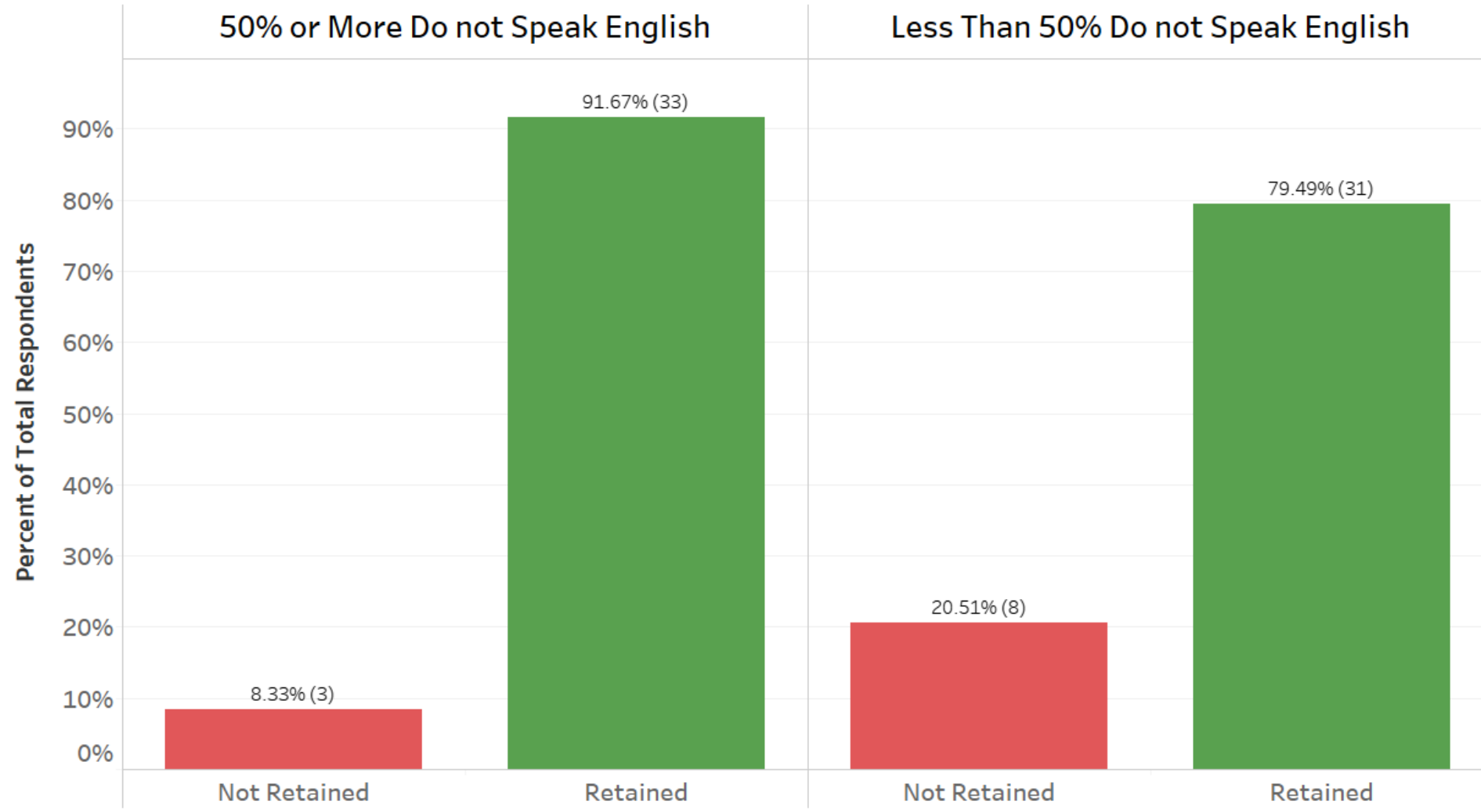
Percent of Total Respondents for "Were You Trained Within 10 Miles?" and Retention (Q13)



Note: 2 Nulls

Retention Predictors: Community Characteristics

Percent of Total Respondents for Patients Served Who Do Not Speak English as Their First Language and Retention (Q16)



Note: 10 Nulls

Next Steps

Next Steps

- Conduct additional exploratory analysis of the current data.
- Prepare for the new baseline and 1 year follow-up data collection phase (July 2021) for all the HPEF programs, also adding HWDD programs.

Thank you

Questions?

Appendix A – Questions from Q18

Question 1: Where are you currently working?

Employer Name:

Employer Address:

Employer City:

Employer State:

Employer Zip:

Question 2: In what ways has the HPEF award helped you? (check all that apply)

Reduced education debt

Helped reduce the burden of cost-of-living where I reside

Gained experience working in a MUA

Developed greater cultural competency

Developed greater linguistic competency

Learned more about the social determinants of health impacting underserved communities

Cultivated relationships that have impacted me professionally

Appendix A – Questions from Q18

Question 3: What is your marital/relationship status:

Married

Common Law or Domestic Partnership

Single

Separated

Divorced

Widowed

Question 4: Do you have any children?

Yes/No

Question 5: Do you own or rent your current place of residence?

Own

Rent

Appendix A – Questions from Q18

Question 6: What is the approximate distance, in miles, to your (response options to include N/A for each):

Partner/Spouse/Significant Other

Nearest immediate family member with whom you can confide

Nearest childhood friend with whom you can confide

Nearest school/college friend with whom you can confide

Nearest work friend with whom you can confide

Question 7: During an average week, approximately how many hours do you work?

<20

20-29

30-39

40-49

50-59

60+

Appendix A – Questions from Q18

Question 8: During an average week, how many hours of direct patient care services (phone calls, group therapy, or direct interaction with clients) do you provide?

<20

20-29

30-39

40-49

50-59

60+

Question 9: During an average week, how many hours do you spend on the following areas (not providing direct patient care)?

Electronic health records	<5	5-9	10-19	20-29	30+
Other administrative	<5	5-9	10-19	20-29	30+
Research	<5	5-9	10-19	20-29	30+
Supervision assistants	<5	5-9	10-19	20-29	30+
Management	<5	5-9	10-19	20-29	30+

Appendix A – Questions from Q18

Question 10: Are language services available where you currently work?

Yes/No

Question 11: Were you raised within 10 miles of where you currently work?

Yes/No

Question 12: Did you receive your professional education within 10 miles of where you work?

Yes/No

Question 13: Were you professionally trained within 10 miles of where you work?

Yes/No

Appendix A – Questions from Q18

Question 14: Please identify the first, second, and third most common race/ethnicity of the patients/clients that you provide direct services to:
(1 = most common; 2 = second most common; 3 = third most common)

African-American

Asian

Hispanic/Latino

Native-American

Pacific Islander

White (not of Hispanic origin)

Other

Decline to specify

Appendix A – Questions from Q18

Question 15: Please identify the first, second, and third most common gender of the patients/clients that you provide direct services to (1 = most common; 2 = second most common; 3 = third most common). If only one or two genders served please only use “1” and “2” as applicable.

Male

Female

Gender non-conforming

Questioning gender

Transwoman

Transmen

Intersex

Other

Question 16: Estimate the percentage of patients served who do not speak English as their first language

<10%

10 – 24%

25 – 49%

50% - 74%

75% or more

Appendix A – Questions from Q18

Question 17: Is the community where you currently work similar to where you grew up? (Similarities could include but are not limited to: socioeconomic status of community members, diversity of community, population size, etc.)

I am working in a very similar community to where I grew up

I am working in a somewhat similar community to where I grew up

I am working in a somewhat different community to where I grew up

I am working in a very different community from where I grew up

Question 18: Have you earned a promotion since:

Completing your service obligation: Yes/No

Joining your current employer: Yes/No